

# TELEPHONE INFORMATION SYSTEM

## USER'S GUIDE

<u>Number</u>	<u>Testing Department</u>
3050 ...	Administrative Law, Office of
0130 ...	Agricultural Labor Relations Board
6720 ...	Air Resources Board
7980 ...	Alcohol & Drug Programs, Department of
0240 ...	Alcoholic Beverage Control, Department of
4060 ...	Banking Department, State
5560 ...	Boating and Waterways, Department of
3130 ...	Cal Expo & State Fair
3480 ...	Coastal Commission, California
5360 ...	Coastal Conservancy, State
3640 ...	Community Colleges
5380 ...	Conservation, Department of
5330 ...	Conservation Corps, California
6150 ...	Consumer Affairs, Department of
0400 ...	Control, State Board of
0510 ...	Controller, State
4100 ...	Corporations, Department of
0652 ...	Corrections, Department of
1540 ...	Criminal Justice Planning, Office of
4730 ...	Developmental Services, Department of
0160 ...	Economic Opportunity, Department of
1930 ...	Education, Department of
1630 ...	Emergency Services, Office of
2803 ...	Employment Development Department
5350 ...	Energy Commission, California
8110 ...	Environmental Health Hazard Assessment
2901 ...	Equalization, Board of
3260 ...	Fair Employment & Housing, Department of
3250 ...	Fair Political Practices Commission
0144 ...	Fair & Expositions, Division of
3000 ...	Finance, Department of
3600 ...	Fire Marshal, Office of State
5650 ...	Fish and Game, Department of
0141 ...	Food & Agriculture, Department of
5410 ...	Forestry & Fire Protection, Department of
5640 ...	Franchise Tax Board
2950 ...	General Services, Department of
7990 ...	Health & Welfare Agency
7900 ...	Health & Welfare Agency Data Center
4410 ...	Health Planning & Development, Statewide
8080 ...	Health Services, Department of
3880 ...	Highway Patrol, CA Department of
3950 ...	Horse Racing Board
4010 ...	Housing & Community Development
6930 ...	Housing Finance Agency
4001 ...	Industrial Relations, Department of

<u>Number</u>	<u>Testing Department</u>
4130 ...	Insurance, Department of
8350 ...	Integrated Waste Management Board
4200 ...	Justice, Department of
4300 ...	Legislative Counsel, Office of
3580 ...	Lottery Commission
1930 ...	Maritime Academy
4610 ...	Mental Health, Department of
0060 ...	Military Department
5251 ...	Motor Vehicles, Department of
3140 ...	Museum of Science & Industry
5490 ...	Parks & Recreation, Department of
4210 ...	Peace Officer Standards & Training
3630 ...	Personnel Administration, Department of
2400 ...	Pesticide Regulation, Department of
1650 ...	Postsecondary Education Commission
4129 ...	Prison Industry Authority
0370 ...	Prison Terms, Board of
4260 ...	Public Defender, State
2750 ...	Public Employees Retirement System
3150 ...	Public Employment Relations Board
6800 ...	Public Utilities Commission
4140 ...	Real Estate, Department of
8130 ...	Rehabilitation, Department of
7220 ...	S.F. Bay Conservation & Development
7850 ...	Secretary of State
8000 ...	Social Services, Department of
4080 ...	State Audits, Bureau of
4020 ...	State Compensation Insurance Fund
3400 ...	State Lands Commission
1750 ...	State Library, California
5900 ...	State Personnel Board
2700 ...	Student Aid Commission
3570 ...	Tahoe Conservancy
1920 ...	Teacher Credentialing, Commission on
8150 ...	Teachers' Retirement System
6900 ...	Teale Data Center
8100 ...	Toxic Substances Control, Department of
6980 ...	Trade and Commerce Agency, Ca
7110 ...	Transportation, Department of
8200 ...	Treasurer, State
2790 ...	Unemployment Insurance Appeals Board
5730 ...	Veterans Affairs, Department of
8400 ...	Water Resources, Department of
8800 ...	Water Resources Control Board
1100 ...	Youth Authority, Department of the
<b>SPB-86 (5/98)</b>	



## GENERAL INFORMATION:

The State Personnel Board maintains a 24-hour recorded telephone information system which allows callers to access a variety of employment and examination information regarding State civil service. In order to utilize this automated system, you must call from a touch tone telephone. If you do not have a touch tone telephone, you may request any of the information listed in this guide through the mail. All requests for information must include a self-addressed, stamped, No. 10 envelope and should be sent to:

State Personnel Board  
P.O. Box 944201  
Sacramento, CA 94244-2010

## TELEPHONE INFORMATION LINES:

**Los Angeles** .....(213) **620-6450**  
**Sacramento** .....(916) **445-0538**  
**San Diego** .....(619) **237-6163**  
**San Francisco** .....(415) **557-7871**  
**TDD\*** .....(916) **445-2689**

*\*TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with such a device.*

You may call any location to access the same information; however, the caller will incur any applicable long distance charges. Each call is limited to a maximum of 15 minutes. If you want to access additional information, you will have to call back.

## SYSTEM USAGE TIPS:

This guide is designed to assist callers in utilizing the Personnel Board's automated telephone information system. It may be helpful to have a pen and paper available to write down the information you received from the recordings. You can press various telephone keys to perform the following functions:

Press the star (\*) key at any time to repeat the current message from the beginning.

Press the pound (#) key at any time to return to the main menu.

To reach an extension number directly, press the number 9, when asked, enter the three digit extension number.

## EXTENSION NUMBERS:

To assist you in reaching a particular recorded message without the need to go through the directories, the following extension numbers are provided:

<u>Exam Category</u>	<u>Ext. #</u>
<b>Office Services</b> .....	<b>110</b>
Press 1 for Non-Supervisory Office Services	
Press 2 for Supervisory Office Services	
<b>Semi-Skilled, Crafts &amp; Trades</b> .....	<b>120</b>
Press 1 for Semi-Skilled Workers	
Press 2 for Non-Supervisory Crafts & Trades	
Press 3 for Supervisory Crafts & Trades	
<b>Sub-Professional, Technical &amp; Professional</b> .....	<b>130</b>
Press 1 for Non-Supervisory Professional	
Press 2 for Supervisory Professional	
Press 3 for Non-Supervisory Sub-Professional & Technical	
Press 4 for Supervisory Sub-Professional & Technical	
<b>Peace Officer</b> .....	<b>140</b>
Press 1 for Non-Supervisory Peace Officer	
Press 2 for Supervisory Peace Officer	
<b>Investigation, Inspection &amp; Field Representative</b> .....	<b>150</b>
Press 1 for Non-Supervisory Investigation, Inspection & Field Representative	
Press 2 for Supervisory Investigation, Inspection & Field Representative	
<b>Administrative &amp; Career Executive</b> .....	<b>160</b>
Press 1 for Non-Supervisory Administrative Staff	
Press 2 for Supervisory Administrative Staff	
Press 3 for Career Executive Assignment	
<b>Laborers, Janitor, Security, Food Services &amp; Related Personal Services</b> .....	<b>170</b>
Press 1 for Laborers	
Press 2 for Non-Supervisory Janitor, Security, Food Services & Related Personal Services	
Press 3 for Supervisory Janitor, Security, Food Services & Related Personal Services	
<b>LEAP Exams</b> .....	<b>180</b>

Once you have reached the exam category you are interested in hearing, you can:

Press 1 for Open Examinations  
Press 2 for Promotional Examinations for Current State Employees

Then you can:  
Press 8 to begin the job recording

In addition to the job recordings, information is also available on the following subject matter:

<u>Subject</u>	<u>Ext #</u>
<b>List Eligibility</b> .....	<b>210</b>
Press 1 for List Eligibility Record Information	
Press 2 for Change of List Information	
<b>Limited Examination &amp; Appointment Program (LEAP)</b> .....	<b>300</b>
Press 1 for General LEAP Information	
Press 2 for LEAP Eligibility Information	
Press 3 for LEAP Exam Information Menu	

**Department Testing Offices** .....

Press 8 to Access Testing Office Directory

**Veterans Preference Credits** .....

Press 1 for Veterans Preference Criteria  
Press 2 for Disabled Veterans Criteria  
Press 3 for Applying for Veterans Preference Points

**Permissive Reinstatements** .....

Press 1 for Reinstatement Information  
Press 2 for Applying for Reinstatement

**Dismissed State Employees Participating in State Exams** .....

Press 1 for Rule 211 Information  
Press 2 for Filing a Rule 211 Request

## DEPARTMENT TESTING OFFICES:

In order to access the information which contains the telephone number and address for Departmental Testing Offices, you must enter the Department's Testing Number.